

# MATTINGLY, STANGER & MALUR, P.C.

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PATENT, TRADEMARK  
 AND COPYRIGHT LAW

FACSIMILE: (703) 684-1157

16591 U.S. PTO  
 07/08/03

(703) 684-1120

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Attorney Docket No. ASA-1142

24956  
 PATENT TRADEMARK OFFICE

16591 U.S. PTO  
 10/6/03  
 07/08/03

To: Assistant Commissioner for Patents  
 Washington, D.C. 20231

Sir: Transmitted herewith for filing is the patent application of:

Inventor: T. MATSUMOTO et al (see attached)

For:  
 A CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Enclosed are:

32 Sheets of Drawings

This application is being filed without an executed Declaration.

Priority is claimed from Japanese Application No. 2002-203428 & 2003-191822 filed 7/12/02 & 7/4/03.  A certified copy is attached herewith.

Copies of the disclosure documents listed on the attached PTO 1449 form and  discussed in the specification or  attached Information Disclosure Statement.

A verified statement to establish small entity status under 37 CFR 1.9 and 1.27.

JAPANESE LANGUAGE APPLICATION

Specification: Abstract , Description 30 pages; and 12 claim(s).

Preliminary Amendment.

Executed Declaration.

The filing fee is calculated as shown below:

### Small Entity

For:	No. Filed	No. Extra
Basic Fee		
Total Claims	12 -20 = * 0	
Indep Claims	3 - 3 = * 0	
<input type="checkbox"/> Multiple Dependent Claim (s)		

\* If difference is less than zero  
 then enter '0' in second column

Rate	Fee
	\$ 370
x 9	\$
x 42	\$
+ 140	\$
Total	\$

OR

Rate	Fee
	\$ 750
x 18	\$ 0
x 84	\$ 0
+ 280	\$ 0
Total	\$ 750

A check in the amount of \$ 750.00 is enclosed for the filing fee.

The Commissioner is hereby authorized to charge any additional fees that may be required to Deposit Account No. 50-1417.

Respectfully Submitted,

By:

John R. Mattingly

Registration No. 30,293